

STI BULLETIN

A publication for users of the NASA scientific and technical information program

TQM Works for You—800% Service Improvement

The informal Total Quality Management (TQM) initiative launched by the NASA STI program at the NASA Center for AeroSpace Information (CASI) in 1992 has brought many benefits to our customers. Each of the four projects—Input Processing Development, Micrographics, Three-Day Turnaround, and the Centralized Help Desk Project—achieved measurable improvements in product quality and service delivery.

Dramatic Reductions in Processing Time

The Revised Input Processing Project reduced the time required to load records to the NASA STI Database from two weeks to one week. The Microfiche Quality Improvements Project produced even more dramatic results: processing time was reduced from eight weeks to five days, with improved microfiche quality. The Three-Day Turnaround initiative took a document delivery process that had seen three-quarters of document orders take five days and transformed it into one that ensures that 98 percent of all document order requests are completed in less than three days. The Help Desk Project provided NASA customers with a central place for information, assistance, and problem resolution. The results are clear: faster service, human contact, and increased customer satisfaction.


Process Action Teams

Three Process Action Teams (PATs) were charged with evaluating and making recommendations for the improvement of NASA CASI's business management office (BMO), new employee orientation (NEO), and indexing quality (IQ) processes. By late 1994, all three PATs had presented their final project reports.

The BMOPAT reviewed the accounts receivable process, resulting in recommendations to generate invoices in real-time and on-demand, streamline the billing process, and improve communications.

Implementation of the NEOPAT's recommendations will make new employees productive more quickly and ensure the continuity of quality services from CASI.

The IQPAT made two recommendations to produce benefits for the user: including definitions for more than 75 percent of new terms and adding scope notes to clarify existing terms.

The results of TQM have been encouraging, especially since many of them have been noticed by you, our customers. TQM at NASA CASI is an ongoing activity that has one overriding goal—the continual improvement of products and services for the STI user. 

CASI Seeks Users' Help

Review of Stored Searches Needed by July 1995

As part of the transition to the new RECONplus system scheduled to be implemented later this year, the NASA Center for AeroSpace Information will be helping owners of stored searches to convert the searches from the RECON command language to the RECONplus command language. The conversion of the searches will be a combined effort of the CASI staff and the owners of stored searches to ensure valid and accurate searches under the new system. To eliminate unnecessary effort on everyone's part, owners of RECON stored searches are asked to review their stored searches by July 1, 1995.


There are over 1,700 stored searches belonging to various NASA center libraries, to individual searchers, and to CASI staff. The conversion of these stored searches is a major


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National Aeronautics and
Space Administration

Scientific and Technical
Information Office

NASA CASI Reinvigorates Library

Few people realize that a library exists within the NASA Center for AeroSpace Information and that it is becoming a key vehicle for providing open literature to the NASA STI community. The library at NASA CASI has in fact existed for years, primarily containing old journal castaways from other NASA center libraries. However, in 1994, the NASA STI Office reinvigorated the library by directing NASA CASI management to acquire, manage, and disseminate open literature, conference proceedings, and other non-technical report literature. The CASI library's collection compliments the technical report collection at NASA CASI that now numbers more than three million items.

Journal Literature on the Rise

In late 1993, the old collection was extensively weeded, and room was made for the new collection. Additional shelving increased the capacity of the library by 80%. A collection of materials purchased by NASA and housed in New York City was relocated to the NASA CASI in April 1994.

Today, the library at NASA CASI is home to nearly 3,000 titles and over 5,500 individual pieces. Journals make up the largest portion of the collection and are a prime source for new bibliographic citations in the NASA STI Database. The CASI library makes the full article available to users through NASA CASI's document order

services. Prices are based on page count and any associated copyright fees.

The CASI library holdings are recorded on NASA's Aerospace Research Information Network (ARIN) system. ARIN is the library management system used by the majority of NASA center libraries. Because the library is located in the NASA CASI, it also serves as the primary test site for changes and updates to the ARIN system.

ARIN Offers Ease of Access

Access to ARIN can be accomplished by filling out a simple application form. An ARIN and/or RECON Access Registration form along with an informative brochure, *What's In It for Me?*, will be mailed to you. Upon receipt of the completed form, we will mail you a password. Library materials can be obtained by NASA employees through their affiliated library or through interlibrary loan. Others will have to contact a NASA center or their public library to get an interlibrary loan. Remember, if you have any further questions or need help in completing the registration form, telephone Registration Services at (301) 621-0153, fax (301) 621-0134, or e-mail at <help@sti.nasa.gov>, or write NASA Access Help Desk, NASA Center for AeroSpace Information, 800 Elkridge Landing Road, Linthicum Heights, MD 21090-2934. ◀

Videotape Duplication Service

NASA has been documenting NASA research and achievements with spectacular spacecraft and aviation footage on film and videos of the highest quality. Now, this footage is available to aerospace researchers, educators and enthusiasts worldwide. The NASA STI Office video collection at the NASA Center for AeroSpace Information (CASI) was created in response to the growing utilization of non-print media by researchers and educators as a means of communicating ideas and data.

Over 500 Titles

There are over 500 videos in the collection, covering a wide range of subject matter from historical and educational programs to in-depth recordings of research data, images and computer modeling. Some more popular titles include *Collection of Movies*, *Apollo 11 Highlights*, *Shuttle Earth Views*, *Voyager Encounter Highlights* and *NASA: The 25th Year*. To keep the collection current, the NASA centers have agreed to submit new videos as they are produced.

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The *STI Bulletin*, published every other month, informs NASA STI users about the products, services, and news of the NASA Scientific and Technical Information Office.

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CASI Seeks Users' Help

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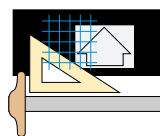
transition task within the RECONplus project. To reduce the time and effort, CASI is interested in reducing the number of stored searches to be converted.

Time Is of the Essence

Following discussions with the NASA center library staffs and other users, the decision was made to convert only those stored searches that have been executed since December 1992. CASI statistics show that many of the searches stored under RECON were created prior to 1992 and have not been executed since that time. Those that have not been executed since 1992 will not be converted to the RECONplus system.

If you want a stored search retained that has not been run since December 1992, simply execute the search before July 1, 1995. This will reset the last date the search was executed and ensure that the search is included among those to be converted. Also, please delete searches that have been executed since December 1992 that are no longer useful.

If you have questions concerning your stored search, please contact Jonathan Grant at (301) 621-0186 or e-mail at <jgrant@sti.nasa.gov>. CASI staff appreciate your help in this important effort to ensure a smooth transition. ◀



RECON TIP OF THE MONTH

If you are not familiar with the RECON display of citations, what you see when you call up a citation could be confusing. It would be helpful to have some idea of the 'shorthand' of a typical citation. Citations may contain symbols and data fields that have abbreviations known as field tags.

Here are two symbols which typically appear in citations:

- * Research sponsored by NASA
- # Available on microfiche (If not available at CASI, CASI can identify the source.)

Below are some of the tags that you might typically see in citations:

RPT# Report Number
CNT# Contract Number
UTTL Unclassified Title

AUTH Author
PAA Personal Author Affiliation
PAT Personal Author Type
CORP Corporate Source
SAP Sales Agency and Pricing
MAJS Major NASA Thesaurus Keywords (concepts)
MIN Minor NASA Thesaurus Keywords (concepts)
ABA Abstract Author

Data fields that are not tagged include the following: CASI accession number, the issue of *STAR* in which this citation appeared, the page of that issue, the subject category, the publication date, the number of pages in the document, the presentation note, and the reprint note. ▶

Videotape Duplication Service

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Video copies can be ordered by phone, fax, or online through RECON. They are available in VHS or Betacam SP formats, in the US standard (NTSC), or in a broadcast standard used outside the United States (PAL or SECAM). Requests for other formats, SVHS and HI8, can also be accommodated, but they may require special handling. Most video requests are processed and shipped within three business days. A rush order service is available on an individual basis.

Prices

VHS \$9.00 Domestic
\$18.00 Foreign

Betacam . \$61.00 Domestic
\$122.00 Foreign

To place video orders or to obtain price quotations for videos in foreign standards, call the NASA Access Help Desk. ▶

You can contact the NASA Access Help Desk at (301) 621-0390, fax (301) 621-0134, e-mail at <help@sti.nasa.gov>, or write NASA Access Help Desk, NASA Center for AeroSpace Information, 800 Elkridge Landing Road, Linthicum Heights, MD 21090-2934.

National Aeronautics and
Space Administration
Code JT
Washington, DC 20546-0001



FIRST-CLASS PRESORT
POSTAGE & FEES PAID
NASA
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OFFICIAL BUSINESS

Penalty for Private Use, \$300

RECON Training Schedule

Monday, May 8, 1995

Monday, June 5, 1995

Monday, July 10, 1995

Monday, August 7, 1995

RECON users, keep this in mind: when RECONplus is up
and running, most users will need additional training.